

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application.

Listing of Claims:

1. (Currently Amended) A method for evaluating the satisfaction and value of information technology services as perceived by external customers using information technology services provided by an information technology organization, the method comprising the steps of:

(a) presenting a first engagement template having a set of questions to be answered by the external customers pertaining to a plurality of information technology service attributes, the attributes comprising:

understanding the external customer and a purpose and objective of the information technology service to the external customer;

an extent to which the information technology organization providing the services and the external customer function as a team:

a consistency with which the information technology organization executes and delivers the services to the external customer;

an extent to which the information technology organization manages and improves and supports the information technology services delivered to the external customer;

a degree to which the delivery of the information technology services are measured and satisfy satisfies the external customer's expectations,

the set of questions further comprising a focus area of the service attribute, a set of descriptions of the service attribute, a set of considerations of the service attribute, and an example of the service attribute;

(b) presenting and completing a second engagement template comprising an assessment matrix having a plurality of rows and columns, each row corresponding to a respective one information technology service attribute selected from the group of policies and procedures, team work, consistency of delivery, defect handling, and use of results, and each column corresponding to a respective one level of maturity of the information technology service attribute selected from the group of ad hoc, repeatable, consistent, exceptional, world class, the maturity of each information technology service attribute determined by the external customers'

answers to its respective set of questions pertaining to each information technology service attribute; and

(c) determining if the information technology organization delivering the information technology services and the external customers using the services have a common understanding of the scope and the objectives of the information technology services and to identify any disparity between the expectations of the information technology organization delivering the information technology services and the expectations of the external customers using the services by evaluating the answers to the set of questions and the maturity of the respective information technology service attribute.

2. (Currently Amended) The method for evaluating the satisfaction and value of information technology services as perceived by external customers using information technology services provided by an information technology organization, of claim 1 wherein ~~one of the plurality of information technology service attributes comprises~~ is the definition and understanding of the information technology service provided by the information technology to the external customer, and the set of questions comprising and one or more of a plurality of focus areas of the first engagement template ~~the focus area of the service attribute comprise~~ comprises;

is the definition of the information technology service provided by the information technology organization to the external customer ~~defined~~;

~~are~~ whether the levels of delivery of the information technology service to the external customer are defined and understood;

~~is~~ the scope of the information technology service delivered to the external customer ~~defined~~;

~~are~~ the definition of the objectives of the information technology services delivered to the external customers ~~defined~~;

~~is~~ whether the usage of the information technology service by the external customer is defined and clear.

3. (Currently Amended) The method for evaluating the satisfaction and value of information technology services as perceived by external customers using information technology services provided by an information technology organization, of claim [[1]] 2, wherein the service

attribute is definition and understanding of the information technology service provided, and the focus area is the definition of the service, and the first engagement templates presents descriptions ~~description~~ and considerations ~~pertaining to the focus area of whether the information technology service is defined for the service attribute of definition and understanding of the information technology service provided by the information technology to the external customer, comprise~~ comprising:

if the information technology service is defined in terms of its respective deliverables, inputs and key activities;

the delivery requirements of the information technology service;

the customer preferences of the information technology service;

the restrictions on the information technology service;

and the example pertaining to the focus area question of whether the information technology service is defined for the service attribute of definition and understanding of the information technology service provided by the information technology to the external customer, comprise:

the information technology service is defined through a service agreement;

the information technology service is defined thoroughly via service documentation; or

the information technology service is a one page summary with little focus on ensuring understanding.

4. (Currently Amended) The method for evaluating the satisfaction and value of information technology services as perceived by external customers using information technology services provided by a information technology organization[[,]] of claim 2 wherein the service attribute is definition and understanding of the information technology service, and the focus area is the levels of delivery, and the first engagement templates presents descriptions ~~description~~ and considerations ~~pertaining to the focus area of whether the levels of delivery of the information technology service to the external customer are defined and understood, comprise; comprising~~:

is there a clear definition of the service levels;

is there a common understanding of the service and service levels between the information technology organization and the external customer;

is there an analysis of and balance between a plurality of needs of the external customer and a delivery capability of information technology organization;

are all of one or more policies clear and understood by the external customer and the information technology organization;
wherein the example pertaining to the focus area of whether the levels of delivery of the information technology service to the external customer are defined and understood, comprises:
the external customer expecting a problem to be resolved anytime and all the time but the information technology organization resolves a plurality of specific problems during regular working hours.

5. (Currently Amended) The method for evaluating the satisfaction and value of information technology services as perceived by external customers using information technology services provided by an information technology organization, of claim 2.

wherein the service attribute is definition and understanding the information technology service, and the focus area is the scope of the information technology service, and the first engagement template presents descriptions ~~the description and considerations pertaining to the focus area of the definition of the scope of the information technology service delivered to the external customer, comprise~~ comprising:

determining if the inclusions and exclusions of the information technology services are clear, agreed to by the external customers and the information technology organization and any of a plurality of other parties, and if they are documented;

wherein the example pertaining to the focus area of whether the levels of delivery of the information technology service to the external customer are defined and understood, comprises new installation of information technology services done through a means other than move/add/change requests.

6. (Currently Amended) The method for evaluating the satisfaction and value of information technology services as perceived by external customers using information technology services provided by an information technology organization, of claim 1 wherein[[,]] the assessment matrix of the second engagement template further comprises a current maturity level of at least one service attribute and a desired maturity level of the at least one service attribute.

7. (Currently Amended) A method of assessing an external customer's perception of the information technology services provided by an information technology organization, the steps of the method comprising:

(a) evaluating the delivery of information technology services to the external customer using at least two ~~assessment techniques~~ engagement templates,

a first ~~assessment technique~~ engagement template being a matrix of different levels of maturity of service for a plurality of attributes of information technology services comprising definition and understanding of the information technology service, the quality of the information technology service, the marketing and communications of the information technology service, the achievement of results of the information technology service,

a second ~~assessment technique~~ being engagement template presenting a plurality of questions to determine a customer's perception of the level of maturity of each of the attributes of information technology services;

(b) comparing the customer's perception of the at least one attribute of information technology services with the different levels of maturity of the information technology service attribute; and

(c) providing a report with recommendations for improving the delivery of the at least one attribute of information technology services to the customer based on the comparison of the customer's perception with the different levels of maturity.

8. (Currently Amended) The method of assessing an external customer's perception of information technology services provided by an information technology organization including the steps of Claim 7 wherein the second ~~assessment technique~~ engagement template includes presenting and interviewing the external customers with detailed questions about the plurality of information technology services, the detailed questions having at least one focus area along with a set of descriptions and considerations, and an example for each focus areas to determine an in depth assessment of the external customer's perception and the current level of maturity of information technology services provided by the information technology organization.

9. (Currently Amended) The method of assessing a customer's perception of information technology services including the steps of Claim 7 wherein the first ~~assessment technique engagement template~~ uses detailed matrices ~~allowing for identification of~~ to identify a current level of maturity of at least one service attribute and ~~identification of~~ a desired level of maturity of the at least one service attribute in a workshop approach with customers and the step of providing a report includes comparing the current level of maturity with the desired level of maturity of information technology services for different aspects of information technology service delivery.

Claims 10-13 (Cancelled)

14. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the information technology service attribute is data processing applications for inventory control.

15. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the information technology service attribute is data processing applications for invention control.

16. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the information technology service attribute is data processing applications for financial reporting.

17. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the information technology service attribute is data processing applications for payroll.

18. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the information technology service attribute is data processing applications for computer aided design and manufacturing (CADAM).

19-20. (Cancelled)

21. (Currently Amended) The method for evaluating the satisfaction and value of information technology services as perceived by external customers using information technology services provided by an information technology organization, of claim 2,

wherein the service attribute is definition and understanding of the information technology service, and the focus area is the service objectives, and the first engagement template presents descriptions ~~the description and considerations pertaining to the focus area of the definition of the objectives of the information technology services delivered to the external customers, comprise~~ comprising:

that the objectives of the information technology services should be specific, measurable, aggressive, realistic, and time-based;

and wherein examples pertaining to the focus area of the objectives of the information technology services delivered to the external customers, comprise:

delivering a help desk service to service an external customers needs is a bad example of defining the objectives of the information technology services;

responding to the external customer's move/add/change requests within one business day of receiving the request.

22. (Currently Amended) The method for evaluating the satisfaction and value of information technology services as perceived by external customers using information technology services provided by an information technology organization, of claim 2,

wherein the service attribute is definition and understanding of the information technology service and the focus area is usage of the information technology service by the external customer, and the first engagement template presents descriptions ~~description and~~

considerations ~~pertaining to the focus area of usage of the information technology service by the external customer, comprise~~ comprising:

if the information technology organization ~~know~~ knows how and when the information technology service will be used by the external customer;

if the external customers know how and when the information technology service is intended to be used;

and wherein examples pertaining to the focus area of the usage of the information technology services delivered to the external customers, comprise:

installation of a workstation user not designed to support a large number of external customers.

23. (Currently Amended) The method for evaluating the satisfaction and value of information technology services as perceived by external customers using information technology services provided by an information technology organization, of claim 1, wherein the second engagement template is a matrix ~~comprises~~ comprising no more than twenty information technology service attributes for a quick, general and/or a medium depth ~~assessment~~ engagement model.